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**From:** Connolly, Grace (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=GRACE.CONNOLLY]  
**Sent:** 4/15/2011 8:04:11 PM  
**To:** McGuire, Thomas M (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=Thomas.M.McGuire]  
**CC:** Nassif, Julianne (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=Julianne.Nassif]  
**Subject:** FW: Problems with Internet Access at Western Regional Office

Can we squeeze this out of the 4000-1700 account for the remainder of this year and add in as a regular cost next year?

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**From:** English, Beth (DPH)  
**Sent:** Friday, April 15, 2011 4:01 PM  
**To:** Byrne, Eric (DPH); Danforth, Deborah (DPH)  
**Cc:** Connolly, Grace (DPH); Dunn, Ceci (DPH); Lett, Susan (DPH); Madoff, Larry (DPH); Conant, Mary (DPH)  
**Subject:** FW: Problems with Internet Access at Western Regional Office

Please see email thread below: the Immunization Program and the drug lab have agreed to split the cost to have the upgrade to a full T1 (triple the bandwidth, 1.5Mbps) is \$1,341 per month to address the internet connectivity issues at the Western Mass Regional Office. Half of the expense will be covered from 4512-0179. Grace, would you please provide Debbie with the appropriate account number for the remaining half?

Debbie and Eric: please let me know what, if anything, else you need from me in order to proceed.

Thanks in advance for your help,

Beth

**Beth English**

Deputy Program Manager - Operations  
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**From:** Dunn, Ceci (DPH)  
**Sent:** Tuesday, April 12, 2011 4:49 PM  
**To:** Lett, Susan (DPH); English, Beth (DPH); Madoff, Larry (DPH)  
**Subject:** FW: Problems with Internet Access at Western Regional Office

Please see below. We can split the costs with the drug lab. We'll pay for it out of 4512-0179 I assume, and Grace or Tom can let us know the account number for the drug lab.

Ceci

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**Ceci Dunn**

Director of Operations, Bureau of Infectious Disease  
Massachusetts Department of Public Health  
250 Washington Street, 3rd Floor  
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617-624-5370 (Tuesday afternoons, Wednesday mornings)  
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**From:** Connolly, Grace (DPH)  
**Sent:** Tuesday, April 12, 2011 4:42 PM  
**To:** Dunn, Ceci (DPH)  
**Subject:** Re: Problems with Internet Access at Western Regional Office

You remember correctly and we can split the cost.

**From:** Dunn, Ceci (DPH)  
**Sent:** Tuesday, April 12, 2011 04:25 PM  
**To:** Connolly, Grace (DPH)  
**Subject:** FW: Problems with Internet Access at Western Regional Office

Am I mis-remembering or did we discuss improving the internet connectivity in the Amherst office? If we didn't discuss, then let's set up some time to do so – maybe in combination with the state lab account budget meeting...

Thanks,  
Ceci

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**Ceci Dunn**

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**From:** Lett, Susan (DPH)  
**Sent:** Thursday, April 07, 2011 9:46 AM  
**To:** Dunn, Ceci (DPH)  
**Cc:** Madoff, Larry (DPH); Morrison, Monica (DPH); Boraiza, Nicole (DPH); 'McNamara, Ann (DPH)'; English, Beth (DPH); Lazorik, Donna (DPH); Shattuck, Kathleen (DPH); Mascioli, Lynette (DPH); Conant, Mary (DPH); Cocco, Noelle (DPH); Talebian, Pejman (DPH); Morrison, Robert (DPH)  
**Subject:** Problems with Internet Access at Western Regional Office

Dear Ceci

Internet access at UMass has now reached a breaking point. Marija, Helen and Suzanne cannot use the same programs at the same time. When they access them alone they are so slow and keep crashing. See below for follow-up from the current IT assessment of the situation and proposed solution.

Do you think we could get the Drug Lab to share the costs of a full T1 (triple the bandwidth, 1.5Mbps), which costs \$1,341 per month?

Susan

Susan M. Lett, MD, MPH  
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**From:** Conant, Mary (DPH)  
**Sent:** Thursday, April 07, 2011 9:39 AM  
**To:** Lett, Susan (DPH)  
**Subject:** FW: Western Regional Office

FYI

Mary Conant-Cantor RN, BSN  
Immunization Nurse Manager  
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**From:** Byrne, Eric (DPH)  
**Sent:** Thursday, April 07, 2011 9:36 AM  
**To:** Conant, Mary (DPH)  
**Subject:** RE: Western Regional Office  
  
Hi Mary,

We have been trying for years to get a faster network connection for the staff at the Amherst site. I have witnessed the extremely slow response times as they (including the Drug Lab staff) try to do their work, particularly CoCASA or other databases. It is truly amazing that they get anything done.

The problem as I understand it is that someone at SLI on the Drug Lab side feels it is too expensive for just a few people. The current 384Kbpm connection is \$671.00 per month. An upgrade to a full T1 (triple the bandwidth, 1.5Mbps) is \$1,341 per month. It is expensive, but would be the best alternative.

Other possibilities include: Seeing if UMass would lease some network connections to DPH. If that were possible, the staff would all need VPN certificates to get back to the DPH network. It would also eliminate any remote management; a site visit would need to be made for any tech support. There may also be a software solution using a product such as Citrix to access a remote desktop at JP. Both of these alternatives are basically work-arounds that have their own drawbacks.

Anything you can do to get additional bandwidth for the staff in Amherst would be greatly appreciated by everyone.  
Good luck,

-Eric

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*Eric Byrne  
Systems Engineer  
Information Technology Services  
Massachusetts Department of Public Health  
(413) 586-7525 x3130*

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**From:** Conant, Mary (DPH)  
**Sent:** Thursday, April 07, 2011 9:12 AM  
**To:** Byrne, Eric (DPH)  
**Subject:** Western Regional Office

Dear Eric,

I am Helen Taucher's supervisor. I understand you have been assisting with the connectivity problem in the Western Regional Office. Can you give me an update on the status? Also, what would need to be done to remedy the issue? Do you have any idea on cost? Thanks, Mary

Mary Conant-Cantor RN, BSN  
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